

# Quarterly Report



Sandra Pierce-Miller, Director

1st. Quarter 2004, Report No. 39

January - March 2004

## California Partnership for Long-Term Care

[www.dhs.ca.gov/cpltc](http://www.dhs.ca.gov/cpltc)

### Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- GE Capital Assurance (formerly AMEX)
- John Hancock
- New York Life Insurance Company

### This Quarter

### To Date

### Applications Received:

3,732

81,155

### Applications Denied:

500

13,939

### Applications Pending & Withdrawn:

0

0

### Policies Purchased:

3,232

67,216

### Policies Dropped (voluntarily & for un- known reasons):

654

6,654

### Policies Not Taken Up: (dropped within 30 days of purchase)

362

3,678

### Total Policies In Force (Active):

2,216

56,848

### Number of Policyhold- ers Who Received Ser- vice Payments:

204

645\*

### Table of Contents

<b>I</b>	<b>Quarterly and Cumulative Statistics</b>	<b>Pg 1-2</b>
<b>II</b>	<b>Maximum Benefit Amounts Distribution</b>	<b>Pg 2</b>
<b>III</b>	<b>Daily Benefits Distribution</b>	<b>Pg 3</b>
<b>IV</b>	<b>Elimination Period Distribution</b>	<b>Pg 4</b>
<b>V</b>	<b>Age of Policyholders</b>	<b>Pg 4</b>
<b>VI</b>	<b>Trends</b>	<b>Pg 5</b>
<b>VII</b>	<b>Policyholders and Asset Protection Earned</b>	<b>Pg 6</b>
<b>VIII</b>	<b>Service Utilization</b>	<b>Pg 7</b>

### I. Quarterly and Cumulative Statistics

<u>Telephone Calls:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Con- sumers Who Called Toll-Free	217	25,511 (CARE445)

\*NOTE: A report programming error was detected affecting (overstating) this particular figure in the 3rd., and 4th. Quarter of 2003.

## I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	58	61
Target Age (55-74)	1,440 (65%)	40,126 (71%)
Other Ages	776 (35%)	16,722 (29%)

### Gender:

Male	931 (42%)	23,222 (41%)
Female	1,285 (58%)	33,626 (59%)

### Marital Status:

Married	1,682 (76%)	39,273 (69%)
Not Married	532 (24%)	17,135 (30%)
Unknown	2 (< 1%)	440 ( 1%)

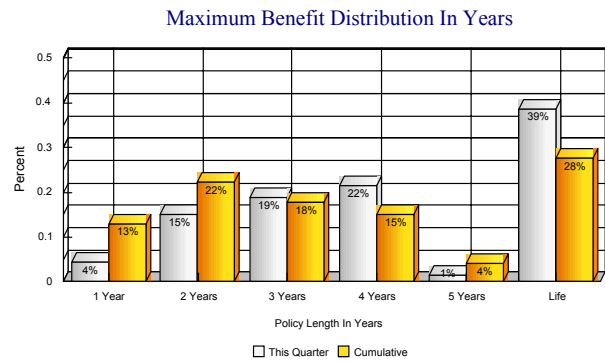
### Policy Type:

Comprehensive	2,194 (99%)	53,603 (94%)
Nursing Home	22 ( 1%)	3,245 ( 6%)

### Purchase Type:

First Time Purchase	2,128 (96%)	53,466 (94%)
Upgrade	22 ( 1%)	888 ( 2%)
Replacement	66 ( 3%)	2,486 ( 4%)
Reinstatement	0 ( 0%)	8 (<1%)
Totals for each category above	2,216 (100%)	56,848 (100%)

## II. Maximum Benefit Amounts Distribution



### Maximum Benefit (In years):

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtrr. # Policies	96	337	417	479	30	857	2,216
This Qtrr. %	4%	15%	19%	22%	1%	39%	100%
Cumulative # Policies	7,301	12,758	10,105	8,652	2,283	15,749	56,848
Cumulative %	13%	22%	18%	15%	4%	28%	100%

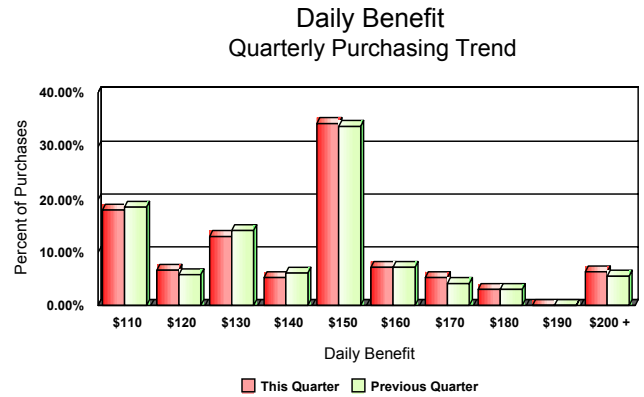
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic:

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	61%	68%	74%	78%	78%	80%	76%
Female	61%	57%	57%	61%	59%	57%	58%
Avg. Age	66	69	59	53	55	54	58
Target Ages	68%	75%	76%	72%	69%	46%	65%
New Purchase	95%	95%	95%	98%	97%	95%	95%
Comprehensive Policy	93%	99%	99%	99%	97%	99%	99%

### III. Daily Benefit Distribution

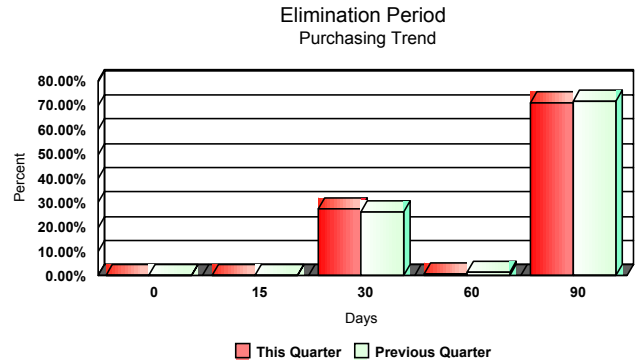
Daily Benefit	This Quarter	Previous Quarter
\$110	397 ( 17.96%)	( 18.72%)
\$120	149 ( 6.75%)	( 6.04%)
\$130	290 (13.13%)	(14.33%)
\$140	116 ( 5.28%)	( 6.33%)
\$150	761 (34.33%)	(33.93%)
\$160	164 ( 7.41%)	( 7.33%)
\$170	120 ( 5.40%)	( 4.33%)
\$180	75 ( 3.27%)	( 3.29%)
\$190	3 ( 0.12%)	( 0.19%)
\$200 or More	141 ( 6.35%)	( 5.62%)



## IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	0.29%	0.26%
15	0.04%	0.13%
30	27.45%	26.60%
60	0.82%	1.36%
90	71.4%	71.66%



## V. Age of Policyholders

(at time of purchase)

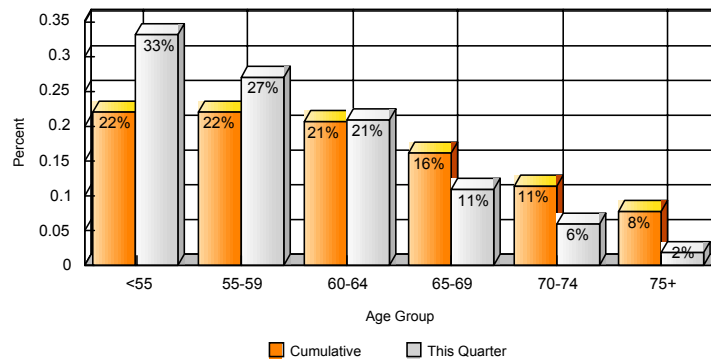
### Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
<b>This Qtrtr. # Policies</b>	731	598	465	244	133	45	2,216
<b>This Qtrtr. %</b>	33%	27%	21%	11%	6%	2%	100%
<b>Cumulative # Policies</b>	12,511	12,511	11,753	9,119	6,523	4,431	56,848
<b>Cumulative %</b>	22%	22%	21%	16%	11%	8%	100%

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

### Policyholders Age Distribution

By Age Group

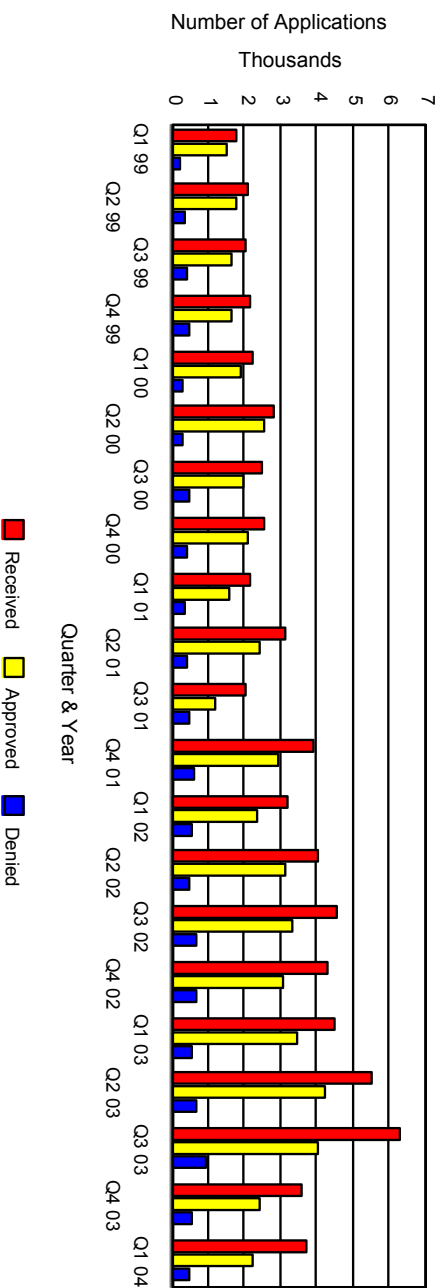


## VI. Trends

	1999				2000				2001				2002				2003				2004					
Quarter	1994	1995	1996	1997	1998	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1				
Received	402	2,979	4,598	2,182	2,716	1,779	2,107	2,073	2,151	2,205	2,841	2,473	2,528	2,179	3,141	2,035	3,907	3,218	4,063	4,548	4,317	4,498	5,546	6,309	3,614	3,732
Approved	237	2,123	3,095	1,366	2,606	1,520	1,763	1,655	1,654	1,908	2,547	1,978	2,087	1,561	2,452	1,224	2,942	2,351	3,174	3,330	3,066	3,461	4,213	4,028	2,444	2,216
Denied	60	713	1,039	809	631	259	344	418	497	287	294	495	441	387	437	473	645	529	497	693	686	558	705	960	582	500

NOTE: A correction has been made in the Received and Approved rows of this table for the quarters 1 through 3 of the year 2001. During the 4th. quarter of 2001, we switched from a Cumulative data presentation to a Quarterly data presentation. It was during this conversion that the wrong figures were entered onto this table. The errors affected this table and resulting graph ONLY.

## Trend In Applications Received, Approved, Denied By Quarter



Redesigned policies available as of the 4th. quarter of 1998

## VII. Policyholders and Asset Protection Earned

	<u>This Quarter</u>	<u>Cumulative*</u>
Number of policyholders to date, who have qualified to receive benefit payments	25	863
Total asset protection earned by all policyholders who received benefits	\$1,223,335	\$16,247,193
Number of policyholders currently in benefit/payments made	204	N/A
Number of Policyholders that have exhausted benefits	0	63
Total asset protection earned to date by policyholders that have exhausted benefits	0	\$3,363,133
Number of policyholders that died while in benefit	21	275
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit.	\$413,520	\$3,464,421
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2003**	2	21
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2003**	N/A	\$1,076,353

\*NOTE: Data is audited on an ongoing basis. For this reason, some cumulative figures may show adjustments made during the current quarter , that on the surface may not appear to consolidate with the previous quarter cumulative figures.

\*\*NOTE: This information will be updated when the data becomes available.

## VIII. Service Utilization

<b>Type of Service (Other Than Care Management)</b>	<b>This Quarter, % of All Services Rendered to Policyholders In- Benefit (204) by Type of Service</b>	<b>*Cumulative % of All Services Rendered to All Policyholders (863) by Type of Service</b>
Skilled Nursing Facility	8%	10%
Assisted Living Facility/RCF	27%	24%
Other Alternative Housing	3%	2%
Home Health Aide Services	16%	14%
Adult Day Care (health & social)	2%	1%
Attendant Care	10%	14%
Personal Care	19%	19%
Chore Services	4%	1%
Personal Emergency Response System	1%	<1%
Care Planning (benefit cost)	1%	<1%
Coordination (benefit cost)	2%	<1%
Durable Medical Equipment	2%	<1%

NOTE: services amounting to less than 1% usage during the quarter are excluded. Therefore, the percentages total may not equal 100%.

\*NOTE: A cumulative file audit revealed file extract errors yielding underestimations in the previous two quarters. Therefore, the present cumulative figures represent updated information.

---

<b>Type of Care Management Service (Administrative Costs)</b>	<b>This Quarter, % of All Services Rendered to Policyholders In- Benefit (204) by Type of Service</b>	<b>Cumulative % of All Services Ren- dered to All Policyholders (863) by Type of Service</b>
Assessment & Care Planning	9%	8%
Assessment Only	6%	10%
Care Planning Only	6%	9%
Coordination	1%	4%
Monitoring Only	63%	54%
Reassessment Only	14%	16%

NOTE: Care Management Services (reported as administrative costs) amounting to less than 1% are excluded. Therefore, the percentages total may not equal 100%.

# The California Partnership for Long-Term Care 1st. Quarter of 2004 Quarterly Report

---



California Partnership for Long-Term Care  
P.O.Box 997413  
Mailstop 4100  
Sacramento, CA 95899-7413

Visit the Partnership's Website at [www.dhs.ca.gov/cpltc](http://www.dhs.ca.gov/cpltc)